

VIA FACSIMILE 703-872-9306

9D-EC-19348  
PATENT

IN THE CLAIMS

1. (currently amended) A method of enabling scheduling of a service call in a computing environment, the method comprising:

obtaining product information regarding a product from a user of the computing environment;

automatically providing to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call based on the product information, wherein automatically providing includes providing without interaction between the user and any other human being;

determining, by a first computing unit including a web browser, whether the product is serviced by a manufacturer of the product; and

determining, by the first computing unit, whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer.

2. (original) The method of claim 1, wherein the product information comprises a location of the product, and at least one of a product type, a product manufacturer, and a product model number, and wherein the at least one available appointment is based on the location of the product.

3. (original) The method of claim 1, wherein the automatically providing comprises selecting the at least one available appointment from at least one possible appointment for at least one service provider.

4. (original) The method of claim 1, wherein the automatically providing comprises selecting the at least one available appointment from a plurality of

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

appointments, and wherein the plurality of appointments are associated with a plurality of service providers at a plurality of locations.

5. (original) The method of claim 1, wherein the automatically providing comprises determining in real-time the at least one available appointment.

6. (original) The method of claim 1, wherein the automatically providing comprises updating in real-time the at least one available appointment as unavailable in the event another user has selected the at least one available appointment.

7. (original) The method of claim 1, further comprising providing suggested product information to the user for use by the user in providing the product information.

8. (original) The method of claim 7, wherein the suggested product information comprises at least one of a product type, a product manufacturer, and a product model number.

9. (original) The method of claim 1, further comprising providing to the user a suggested nature of a problem based on the product information.

10. (original) The method of claim 1, further comprising obtaining one of the at least one available appointment selected by the user.

11. (previously presented) The method of claim 10, further comprising notifying the service provider of the one of the at least one available appointment selected by the user.

12. (original) The method of claim 11, wherein the service provider is at least one of a factory service provider and an authorized service provider.

13. (original) The method of claim 10, further comprising setting the one of the at least one available appointment selected by the user as unavailable for other users.

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

14. (original) The method of claim 1, further comprising validating warranty coverage for the product based on the product information.

15. (original) The method of claim 1, further comprising obtaining a nature of a problem of the product, and providing do-it-yourself repair information based on the nature of the problem.

16. (currently amended) The method of claim 1, wherein the obtaining comprises obtaining the product information at a ~~first~~the first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a communications network.

17. (original) The method of claim 16, wherein the communications network is a global computer network.

18. (original) The method of claim 1, wherein said service call is for repair of a home appliance.

19. (currently amended) A method of enabling scheduling of a service call for repair of a home appliance in a computing environment, the method comprising:

obtaining product information regarding a product at a first computing unit from input of the product information by a user at a second computing unit coupled to the first computing unit via a communications network;

automatically providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information, wherein automatically providing includes providing without interaction between the user and any other human being;

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

determining, by the second computing unit including a web browser, whether the product is serviced by a manufacturer of the product; and

determining, by the second computing unit, whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer.

20. (original) The method of claim 19, wherein the product information comprises a location of the product, and at least one of a product type, a product manufacturer, and a product model number, and wherein the at least one available appointment is based on the location of the product.

21. (original) The method of claim 19, wherein the automatically providing comprises selecting the at least one available appointment from a plurality of appointments, and wherein the plurality of appointments are associated with a plurality of service providers at a plurality of locations.

22. (original) The method of claim 19, wherein the automatically providing comprises determining in real-time the at least one available appointment.

23. (original) The method of claim 19, wherein the automatically providing comprises updating in real-time the at least one available appointment as unavailable in the event another user has selected the at least one available appointment.

24. (original) The method of claim 19, further comprising obtaining a nature of a problem of the product, and providing do-it-yourself repair information based on the nature of the problem.

25. (original) The method of claim 19, further comprising obtaining one of the at least one available appointment selected by the user.

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

26. (previously presented) The method of claim 25, further comprising notifying the service provider of the one of the at least one available appointment selected by the user.

27. (original) The method of claim 25, further comprising setting to one of the at least one available appointment selected by the user as unavailable for other users.

28. (previously presented) A system for enabling scheduling of a service call in a computing environment, said system comprising:

at least one processor adapted to obtain product information regarding a product from a user of the computing environment; and

said at least one processor adapted to:

provide to the user, from whom the product information is obtained, at least one available appointment for scheduling a service call based on the product information;

determine whether the product is serviced by a manufacturer of the product; and

determine whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer.

29. (original) The system of claim 28, wherein the product information comprises a location of the product, and at least one of a product type, a product manufacturer, and a product model number, and wherein the at least one available appointment is based on the location of the product.

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

30. (original) The system of claim 28, wherein said at least one processor is adapted to select the at least one available appointment from at least one possible appointment for at least one service provider.

31. (original) The system of claim 28, wherein said at least one processor is adapted to select the at least one available appointment from a plurality of appointments, and wherein the plurality of appointments are associated with a plurality of service providers at a plurality of locations.

32. (original) The system of claim 28, wherein said at least one processor is adapted to determine in real-time the at least one available appointment.

33. (original) The system of claim 28, wherein said at least one processor is adapted to update in real-time the at least one available appointment as unavailable in the event another user has selected the at least one available appointment.

34. (original) The system of claim 28, wherein said at least one processor is adapted to provide suggested product information to the user for use by the user in providing the product information.

35. (original) The system of claim 34, wherein the suggested product information comprises at least one of a product type, a product manufacturer, and a product model number.

36. (original) The system of claim 28, wherein said at least one processor is adapted to provide to the user a suggested nature of a problem based on the product information.

37. (original) The system of claim 28, wherein said at least one processor is adapted to obtain one of the at least one available appointment selected by the user.

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

38. (previously presented) The system of claim 37, wherein said at least one processor is adapted to notify the service provider of the one of the at least one available appointment selected by the user.

39. (original) The system of claim 35, wherein the service provider is at least one of a factory service provider and an authorized service provider.

40. (currently amended) The system of claim 37, wherein said at least one processor is adapted to set the one of the at least one available ~~appointments~~appointment selected by the user as unavailable for other users.

41. (original) The system of claim 28, wherein said at least one processor is adapted to validate warranty coverage for the product based on the product information.

42. (original) The system of claim 28, wherein said at least one processor is adapted to obtain a nature of a problem of the product, and to provide do-it-yourself repair information based on the nature of the problem.

43. (original) The system of claim 28, wherein said at least one processor is adapted to obtain the product information at a first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a communications network.

44. (original) The system of claim 43, wherein the communications network is a global computer network.

45. (currently amended) The system of claim 28, wherein the service call is for repair of a home appliance.

46. (currently amended) A system for enabling scheduling of a service call for repair of a home appliance in a computing environment, said system comprising:

VIA FACSIMILE 703-872-9306

9D-EC-19348  
PATENT

means for obtaining product information regarding a product at a first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a communications ~~network;~~network, wherein said first computing unit includes a web browser, configured to determine whether the product is serviced by a manufacturer of the product, and configured to determine whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer; and

means for providing from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information, wherein the means for providing provides without interaction between the user and any other human ~~being;~~being.

~~means for determining whether the product is serviced by a manufacturer of the product; and means for determining whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer.~~

47. (original) The system of claim 46, wherein the product information comprises a location of the product, and at least one of a product type, a product manufacturer, and a product model number, and wherein the at least one available appointment is based on the location of the product.

48. (original) The system of claim 46; further comprising means for selecting the at least one available appointment from a plurality of appointments, and wherein the plurality of appointments are associated with a plurality of service providers at a plurality of locations.

49. (original) The system of claim 46, wherein said means for providing comprises means for determining in real-time the at least one available appointment.



**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

50. (original) The system of claim 46, wherein said means for providing comprises means for updating in real-time the at least one available appointment as unavailable in the event another user has selected the at least one available appointment.

51. (original) The system of claim 46, further comprising means for obtaining a nature of a problem of the product, and means for providing do-it-yourself repair information based on the nature of the problem.

52. (original) The system of claim 46, further comprising means for obtaining one of the at least one available appointment selected by the user.

53. (previously presented) The system of claim 52, further comprising means for notifying the service provider of the one of the at least one available appointment selected by the user.

54. (original) The system of claim 52, further comprising means for setting the one of the at least one available appointment selected by the user as unavailable for other users.

55. (currently amended) At least one program storage device readable by a machine, tangibly embodying at least one program of instructions executable by the machine to perform a method of enabling scheduling a service call, the method comprising:

obtaining product information regarding a product from a user;

automatically providing to the user, from whom the product information is obtained, a plurality of available appointments for scheduling a service call based on the product information, wherein automatically providing includes providing without interaction between the user and any other human being;

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

determining, by the machine, whether the product is serviced by a manufacturer of the product; and

determining, by the machine, whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer.

56. (original) The at least one program storage device of claim 55, wherein the product information comprises a location of the product, and at least one of a product type, a product manufacturer, and a product model number, and wherein the at least one available appointment is based on the location of the product.

57. (original) The at least one program storage device of claim 55, wherein the automatically providing comprises selecting the at least one available appointment from a plurality of appointments, and wherein the plurality of appointments are associated with a plurality of service providers at a plurality of locations.

58. (original) The at least one program storage device of claim 55, wherein the automatically providing comprises determining in real-time the at least one available appointment.

59. (currently amended) The at least one program storage device of claim 55, wherein the automatically providing comprises updating in real-time the at least one available appointment as unavailable in ~~the event~~ an event another user has selected the at least one available appointment.

60. (original) The at least one program storage device of claim 55, further comprising obtaining a nature of a problem of the product, and providing do-it-yourself repair information based on the nature of the problem.

61. (original) The at least one program storage device of claim 55, further comprising obtaining one of the at least one available appointment selected by the user.

VIA FACSIMILE 703-872-9306

9D-EC-19348  
PATENT

62. (previously presented) The at least one program storage device of claim 61, further comprising notifying the service provider of the one of the at least one available appointment selected by the user.

63. (currently amended) The at least one program storage device of claim 61, further comprising setting ~~to one~~ of the at least one available appointment selected by the user as unavailable for other users.

64. (currently amended) An article of manufacture comprising:

at least one computer usable medium having computer readable program code means embodied therein for causing ~~the scheduling~~ a scheduling of a service call for repair of a home appliance, the computer readable program code means in said article of manufacture comprising:

computer readable program code means for causing a computer to obtain product information regarding a product at a first computing unit from input of the product information by the user at a second computing unit coupled to the first computing unit via a communications network;

computer readable program code means for causing a computer to provide from the first computing unit to the user that input the product information at the second computing unit at least one available appointment for scheduling a service call based on the product information;

computer readable program code means for causing a computer to determine whether the product is serviced by a manufacturer of the product; and

computer readable program code means for causing a computer to determine whether the product is serviced by a service provider if the product is not serviced by the manufacturer, wherein the service provider is different than the manufacturer.

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

65. (original) The article of manufacture of claim 64, wherein the product information comprises a location of the product, and at least one of a product type, a product manufacturer, and a product model number, and wherein the at least one available appointment is based on the location of the product.

66. (previously presented) The article of manufacture of claim 64, further comprising computer readable program code means for causing a computer to select the at least one available appointment from a plurality of appointments, and wherein the plurality of appointments are associated with a plurality of service providers at a plurality of locations.

67. (original) The article of manufacture of claim 64, wherein said computer readable program code means for causing a computer to provide comprises computer readable program code means for causing the computer to determine in real-time the at least one available appointment.

68. (currently amended) The article of manufacture of claim 64, wherein said computer readable program code means for causing a computer to provide comprises computer readable program code means for causing a computer to update in real-time the at least one available appointment as unavailable in the event ~~an event~~ an event another user has selected the at least one available appointment.

69. (original) The article of manufacture of claim 64, further comprising computer readable program code means for causing a computer to obtain a nature of a problem of the product, and computer readable program code means for causing a computer to provide do-it-yourself repair information based on the nature of the problem.

70. (original) The article of manufacture of claim 64, further comprising computer readable program code means for causing a computer to obtain one of the at least one available appointment selected by the user.

**VIA FACSIMILE 703-872-9306**

**9D-EC-19348  
PATENT**

71. (previously presented) The article of manufacture of claim 70, further comprising computer readable program code means for causing a computer to notify the service provider of the one of the at least one available appointment selected by the user.

72. (original) The article of manufacture of claim 70, further comprising computer readable program code means for causing a computer to set the one of the at least one available appointment selected by the user as unavailable for other users.

73. (currently amended) The method of claim 1, wherein said determining whether the product is serviced by a service provider if the product is not serviced by the manufacturer comprises determining whether the product is serviced by an authorized service provider if the product is not serviced by the manufacturer, the authorized service provider having agreed with the manufacturer to provide a service similar to that provided by the manufacturer.

74. (currently amended) The method of claim 19, wherein said determining whether the product is serviced by a service provider if the product is not serviced by the manufacturer comprises determining whether the product is serviced by an authorized service provider if the product is not serviced by the manufacturer, the authorized service provider having agreed with the manufacturer to provide a service similar to that provided by the manufacturer.

75. (previously presented) The system of claim 28, wherein to determine whether the product is serviced by a service provider if the product is not serviced by the manufacturer said at least one processor is adapted to determine whether the product is serviced by an authorized service provider if the product is not serviced by the manufacturer, and the authorized service provider has agreed with the manufacturer to provide a service similar to that provided by the manufacturer.

76-78. (canceled)

**VIA FACSIMILE 703-872-9306****9D-EC-19348  
PATENT**

79. (new) The method of claim 1, further comprising providing a priority to the service call if the product is out of warranty, wherein said providing a priority includes providing the priority to the service call over a service call corresponding to a product that is under warranty.

80. (new) The method of claim 1, wherein the at least one available appointment includes at least two available appointments, said method further comprising providing a number of the at least two available appointments if the product is out of warranty, wherein said providing a number includes providing the at least two available appointments that are higher in number than a number of at least one available appointment corresponding to a product under warranty.

81. (new) The method of claim 1, further comprising providing, via the first computing unit, a reminder to the user of the service call, wherein said providing a reminder to the user includes providing the reminder before a time at which the service call is scheduled.